

# HAGERTY

partners for public sector excellence



MISSION ORIENTED BUSINESS  
INTEGRATION SERVICES (MOBIS)  
CONTRACT # GS-10F-0329S

GENERAL SERVICES ADMINISTRATION (GSA)  
FEDERAL SUPPLY SERVICES SCHEDULE (FSS)  
AUTHORIZED PRICE LIST – SCHEDULE 874

**HAGERTY CONSULTING**  
1618 ORRINGTON AVE., SUITE 201  
EVANSTON, IL 60201 847.492.8454

**CHICAGO WASHINGTON D.C.**

[HAGERTYCONSULTING.COM](http://HAGERTYCONSULTING.COM)

## FEDERAL SUPPLY SERVICE – SCHEDULE PRICE LIST

### Schedule for:

### MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

#### *Special Item Number*

874-1: Consulting Services

874-1RC: Recovery Purchasing

874-2: Facilitation Services

874-2RC: Recovery Purchasing

874-7: Program Integration and Project Management

874-7RC: Recovery Purchasing

**Federal Supply Group:** 874

**Federal Supply Class:** R499

**Contract Number:** GS-10F-0329S

**Contract Period:** July 10, 2006 – July 9, 2016

**Contract Administrator:** Perry Pockros (202) 887-6900, Ext. 301

**Business Size:** Large

**DUNS Number:** 14-352-9720

### HAGERTY CONSULTING, INC.

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## WELCOME & OVERVIEW

Hagerty Consulting, Inc (Hagerty), a professional services business under the 541611 NAICS, *Administrative Management and General Management Consulting Services*, is a public sector management consulting firm that helps clients choose the best way forward in times of change, uncertainty or crisis. Under our MOBIS schedule, we offer operational and advisory consulting services, including business process transformation, change management, organizational assessments, facilitation and tabletop exercises, policy and procedure studies and analyses, emergency preparedness and crisis recovery services, program and project management, performance audits and evaluations, and strategic and performance management. We encourage you to visit our website at [www.hagertyconsulting.com](http://www.hagertyconsulting.com) to discover more about our service offerings, capabilities, and experience.

Since its inception in 2001, Hagerty's mission has been to work collaboratively with leading public sector agencies throughout the country to address their unique business process challenges, help make distinct improvements to their business performance, and deliver meaningful results. Hagerty's success has been marked by our ability to understand clients' needs, assemble a highly qualified team to meet those needs, develop a customized and thoughtful approach to the project, and proactively help clients define and achieve short and long-term objectives. Our firm, with the equivalent of 60 full-time professionals, has successfully completed more than 100 management consulting projects ranging in size from \$10,000 to \$10 million. Since we started measuring client feedback in May 2009, 85% of our clients have rated our project performance "exceptional;" 10% have rated it "higher than expected;" and 5% have rated it "fully as expected." (Source: Hagerty's Client Feedback System, Perfolio®)

Hagerty professionals have successfully:

- Stood-up and launched new federal emergency preparedness, operational planning, and disaster recovery programs.
- Provided project management leadership to federal, state and local emergency management initiatives.
- Reengineered Federal grant financial, accounting, and program reporting processes.
- Defined business requirements for databases and applications.
- Conducted program reviews and organizational assessments.
- Assessed and revised performance measurement systems.
- Designed and conducted scenario based training exercises and workshops.
- Led organizational transformation through business process engineering.
- Facilitated strategic planning, process improvement, performance metric, and long-term planning workshops with public, private, and non-profit stakeholders.

If you ever have a need for operational or advisory consulting services, or just want another point of view on a challenge you're trying to address, we hope you will consider reaching out to Hagerty Consulting. Similarly, if your organization is seeking professional or technical assistance, we hope you will include Hagerty Consulting on the list of companies invited to bid. We are confident we can make a significant and meaningful contribution to your organization.

## OUR SERVICES

Under our MOBIS schedule, Hagerty Consulting specializes and provides services in eight functional areas: Business Process Transformation, Facilitation, Change Management, Organizational Assessment, Policy Analysis, Preparedness and Crisis Recovery, Program and Project Management, and Strategic and Performance Management.

### 1. **BUSINESS PROCESS TRANSFORMATION**

Business process transformation aims to improve the efficiency of business operations by removing duplicate or unnecessary steps and automating as many processes as possible. It involves a radical rethinking of what processes are and how they can best be executed. The results can be dramatic, with demonstrable, measurable operational improvements, including lower administrative costs, reduced response times, more accurate transactions, and faster service delivery.

### 2. **FACILITATION**

Effective facilitators focus on meeting dynamics so that participants can concentrate on the substance of their work together. Hagerty places an upfront emphasis on meeting preparation, which reduces breakdowns in meeting management and allows the facilitator to respond flexibly to unanticipated meeting roadblocks. To encourage rapid diagnostic appraisals and brainstorming, and to distil great ideas, Hagerty professionals have experience with all facilitation technologies, from flip charts to electronic groupware.

### 3. **CHANGE MANGEMENT**

We understand the sensitivity of organization culture to change. Hagerty professionals coach that leadership commitment, communication, and consensus help to generate enthusiasm for the new, the different, the changed. We assess the impact of change on people and processes and develop coaching and training tools to support the new ways of doing business.

### 4. **ORGANIZATIONAL ASSESSMENT**

We believe organizational change is founded on a holistic view of organizational performance. Recognizing that an organization is a complex system with many interdependencies, we use a model of organizational performance to both organize and depict our diagnostic assessment and improvement recommendations. Hagerty professionals identify management processes and structures that help organizations demonstrate results to its stakeholders and customers.

### 5. **POLICY ANALYSIS**

Policy analysis, also known as policy studies, is the systematic evaluation of alternative means of achieving social and public policy goals. Hagerty professionals have advanced degrees in public administration, public policy, statistics, economics, and social work, and years of policy analysis experience. Our specialists have national experience in specialized policy areas and understand the quantitative and qualitative methodologies required to evaluate changes in policies and programs.

## 6. **PREPAREDNESS AND DISASTER RECOVERY**

Emergency preparedness is a crucial element of any disaster or crisis prevention and recovery plan. Hagerty will help you plan for a crisis, and if necessary, help you respond and recover with agility and confidence. To improve response and recovery operations, we provide comprehensive, effective, and intelligent business continuity and contingency planning, emergency preparedness, and disaster recovery services.

## 7. **PROGRAM AND PROJECT MANAGEMENT**

Hagerty excels at overall project planning and coordination from inception to completion. Our goal is to help you meet your requirements and make sure that your project is completed on time and within cost, and that it complies with required quality standards. Hagerty professionals have managed the implementation of a \$7.4 billion outsourced Public Assistance Program; re-engineered, coordinated, and implemented a \$1.3 billion loan program; and designed, implemented, and overseen a \$2 billion federal grant quality control unit.

## 8. **STRATEGIC AND PERFORMANCE MANAGEMENT**

Strategic and performance management creates the framework and capabilities that will align people, programs, and processes to achieve your organization's overarching goals and objectives. Hagerty will help you understand the few critical skills at which you must excel in order to achieve your objectives. As a result, your organization will have the operational focus it needs to fulfill its mandate and mission. Hagerty can help you articulate your mission, define your organizational strategy, translate strategic intent into action, and measure progress.

## **DISASTER RECOVERY PURCHASING**

Hagerty Consulting is a recognized national leader in emergency preparedness, and disaster response and recovery. Our MOBIS labor categories (SINs identified by the suffix "RC") offer State and local governments disaster recovery program management professionals. Public Law 109-364 authorized the General Service Administration to provide for the use of Federal Supply Schedules by State and local governments for the purchase of products and services to recover from major disasters, terrorism, or nuclear, biological, chemical, or radiological attacks.

Hagerty Consulting's MOBIS schedule is authorized for disaster recovery purchasing by State and local governments. We have extensive experience providing disaster recovery support services to State and local governments through the Federal Emergency Management Agency's (FEMA) Public and Individual Assistance Programs. Hagerty Consulting has mobilized its resources nationwide to facilitate Federal funding assistance to State and local governments for debris removal, restoration of infrastructure, provision of temporary housing, and long term community recovery planning. In addition, we have developed and implemented training courses on reimbursement eligibility, interim and permanent housing strategies, community recovery plans, and debris management guides.

## CUSTOMER INFORMATION

### 1 (a) MOBIS SERVICES

#### SIN 874-1: Consulting Services

Hagerty has extensive knowledge of the challenges faced by federal executives from the impacts of new mandates and evolutionary influences from our experience providing management consulting services in the federal market. Hagerty has successfully demonstrated on various projects the ability to provide valuable advice, assistance, guidance, and counseling to support an agencies' mission oriented business functions, including but not limited to:

- Business process reengineering
- Financial analysis
- Performance measurement
- Strategic and action planning
- Organizational assessment
- Change management
- Process modeling
- Productivity improvement
- Policy and procedure analysis
- Process controls
- Program audits
- Government and regulatory compliance reviews
- Change & knowledge management
- Benchmarking
- Organizational assessments
- Program audits and evaluations
- Financial management
- Infrastructure re-design
- Quality management
- Essential function continuity

#### SIN 874-2: Facilitation Services

Hagerty has extensive experience conducting facilitated sessions for diverse groups, developing solutions that meet common or divergent interests, and documenting these forums for public record. Hagerty has facilitated hundreds of forums on behalf of the federal government to effectively and efficiently assist state agencies, local governments, regional authorities, coalitions, school boards, tribal nations, and private non-profits throughout the disaster recovery process. Hagerty has significant experience in facilitating meetings of all sizes regarding sensitive topics and issues to resolve disputes, technical discussions, and briefings in a collaborative and seamless manner. Facilitation services include, but are not limited to:

- Visioning
- Problem diagnosis
- Process analysis
- Recording discussion content
- Final report preparation and dissemination
- Debriefings
- Team building
- Large and small group discussions
- Decision making
- Community engagement
- Multi-agency collaborative ventures

## SIN 874-7: Program Integration and Project Management Services

Hagerty has successfully managed and provided program management of several billion dollar programs for the government. Our success has been predicated on following our Performance Management Plan and leveraging our extensive knowledge and experience in program management and integrating financials, policies, and processes. We have demonstrated a strong track record of providing outstanding professional resources and extensive experience executing federal program management and integration. Hagerty can provide the following services:

- Program management
- Program audits
- Program oversight
- Program management planning and integration
- Budget planning and analysis
- Earned value analysis
- Scheduling
- Independent program analysis
- Financial management

### 1(b) PRICING

Government price exclusive of any quantity/dollar volume, prompt payment, or discount.

#### SIN 874-1, 874-2, 874-7

#### Recovery Purchasing: SIN 874-1RC, 874-2RC, 874-7RC

| Labor Category Rates (per Hour)            |                 |
|--|-----------------|
| <b>Project Executive</b>                   | <b>\$192.90</b> |
| <b>Subject /Industry Matter Specialist</b> | <b>\$193.92</b> |
| <b>Project Manager</b>                     | <b>\$154.49</b> |
| <b>Senior Management Consultant</b>        | <b>\$135.18</b> |
| <b>Management Consultant</b>               | <b>\$121.02</b> |
| <b>Analyst</b>                             | <b>\$98.80</b>  |
| <b>Project Administrator</b>               | <b>\$47.73</b>  |

### 1(c) LABOR SKILL DESCRIPTION

Hagerty attracts very talented and dynamic cadre of professionals who have demonstrated a commitment to excellence and have top-tier consulting experience, industry specialization, or graduated from a top school. Our clients look to Hagerty when they need top-tier professionals to help them solve a wide range of important issues. Labor skill descriptions provided by Hagerty under the MOBIS Schedule include the following:

**Project Executive:** Experience of twelve or more years with an advanced degree or fifteen years or more experience with a Bachelors degree and demonstrates senior experience in management consulting. Managing director of the MOBIS Schedule and responsible for all



assurance and specialized services on MOBIS engagements and that these services comply with applicable professional standards, professional excellence, and the firm's mission, vision, and values. Provides programmatic guidance and direction to leadership of MOBIS engagements.

**Subject/Industry Matter Specialist:** Experience of fifteen or more years in a specific subject or industry, or ten years experience and possess more than one specialized advanced degree. Provides senior level advice, guidance, and training on subject and industry matter expertise relative to MOBIS engagements and tasks. Responsible for ensuring technical accuracy of subject/industry matter topics for internal documents and submittals, adherence to subject/industry standards, and assisting Project Executive in the development of the overall MOBIS engagement approach. Interfaces with client's specialists and resolves subject/industry matter issues with the Manager.

**Project Manager:** Experience of ten or more years, or an advanced degree or registration and eight years experience. Responsible for the management and supervision of the engagement team, quality control, review and approval of internal documents and submittals, adherence to standards, and assisting Project Executive in the development of the overall MOBIS engagement approach. Provide guidance and direction of MOBIS projects to subordinates. Has overall responsibility, with input from the Project Executive, for client relations; project methodology, scope and budget; and performance of project and HCI personnel. Interfaces with the client and resolves project specific issues or elevates issues when necessary.

**Senior Management Consultant:** Experience of five years or more. An advanced degree may be substituted for equivalent years of experience. Provides analytical and program support, assists Manager in the planning of MOBIS engagements, and providing guidance on aspects of the project that are delegated by the Manager. Focused on high performance work that requires relatively more experience, supervising and reviewing subordinates, and drafting of findings and reports. Responsible in completing assigned tasks accurately, thoroughly, and within scope and budget.

**Management Consultant:** Holds a four-year degree from an accredited college/university and experience of two to five years. An advanced degree may be substituted for equivalent years of experience. Provides project support, assists Senior Consultant in executing MOBIS projects, and executing aspects of the project that are delegated by the Senior Consultant. Focused on high performance work including data collection, materials development and other tasks relevant to client projects. Responsible in completing assigned tasks accurately, thoroughly, and within the scope of the project.

**Analyst:** Holds a four-year degree from an accredited college/university and experience of less than two years. Performs the detail procedures under the supervision and review of a more experienced professional. Performs data collection, tabulation, review, limited analysis, and other tasks relevant to the aspects of the project accurately and within the scope of the project.



**Project Administrator:** Holds a four-year degree from an accredited college/university and experience of less than one year. Independently responsible for project budget financial management and analysis of supporting documentation, compilation of invoices and submission of required supporting documentation. Maintains and updates the firm's Project Performance Portfolio database - Perfolio©. Under direction of project leaders, assists in data collection, analysis and writing.

2. Maximum Order: \$500,000
3. Minimum Order: \$300
4. Geographic Coverage (Delivery Area): National
5. Point(s) of Production: Evanston, Cook County, Illinois and Washington, DC
6. Discount from List Prices: All prices listed are net prices
7. Quantity Discounts: None
8. Prompt Payment Terms: Net 30 Days
- 9(a) Notification that Government purchase cards are accepted at or below the micro-purchase threshold. N/A
- 9(b) Notification that Government purchase cards are accepted or not accepted above the micro-purchase threshold. N/A
10. Foreign Items (list items by country of origin). None
- 11(a) Time of Delivery: TBD on Each Task Order
- 11(b) Expedited Delivery: Items available for expedited delivery. Contact Hagerty for further information.
- 11(c) Overnight and 2-day Delivery: 2-Day delivery is available. Contact Hagerty for further information.
- 11(d) Urgent Requirements: For urgent requirements, contact Hagerty for more information.
12. F.O.B. point(s): Destination
- 13(a) Ordering Address(es): Hagerty Consulting, Inc., 1618 Orrington Avenue, Suite 201, Evanston, Illinois 60201. Telephone: 847-492-8454
- 13(b) Ordering Procedures: For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14 Payment Address(es)

By Electronic Payment

Bank: Citibank  
 ABA#: 021272655  
 Credit to: Hagerty Consulting, Inc.  
 Account #: 1088739399

By Check remit to

Smith Barney  
 Attention: Bill Currie  
 C/O: Hagerty Consulting  
 130 East Seneca Street

111 Sylvan Avenue  
Englewood Cliffs, N.J. 07632  
(201) 227-2900

Suite 500  
Ithaca, N.Y. 14850

15. Warranty Provision: N/A
16. Export Packing Charges, if Applicable: N/A
17. Terms and conditions of government purchase card acceptance: N/A
18. Terms and conditions of rental, maintenance, and repair: N/A
19. Terms and conditions of installation: N/A
20. Terms and conditions of repair parts indicating date of parts price lists and discounts: N/A
- 20(a) Terms and conditions for any other services: N/A
- 21 List of service and distribution points: N/A
- 22 List of participating dealers: N/A
- 23 Preventive maintenance: N/A
- 24(a) Special attributes: N/A
- 24(b) Section 508: If applicable, Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at [www.section508.gov](http://www.section508.gov).
25. Data Universal Numbering System (DUNS) Number: 14-352-9720
26. Central Contractor Registration (CCR) Database: Hagerty Consulting is registered in the Central Contractor registration (CCR) database.
27. Uncompensated Overtime: Not Used